

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2001

### Alcohol and Drug Abuse Services

**Agency:** Pathways Community Behavioral Healthcare

**Data:** Total Clinton Facility

## Demographics: Total Clinton

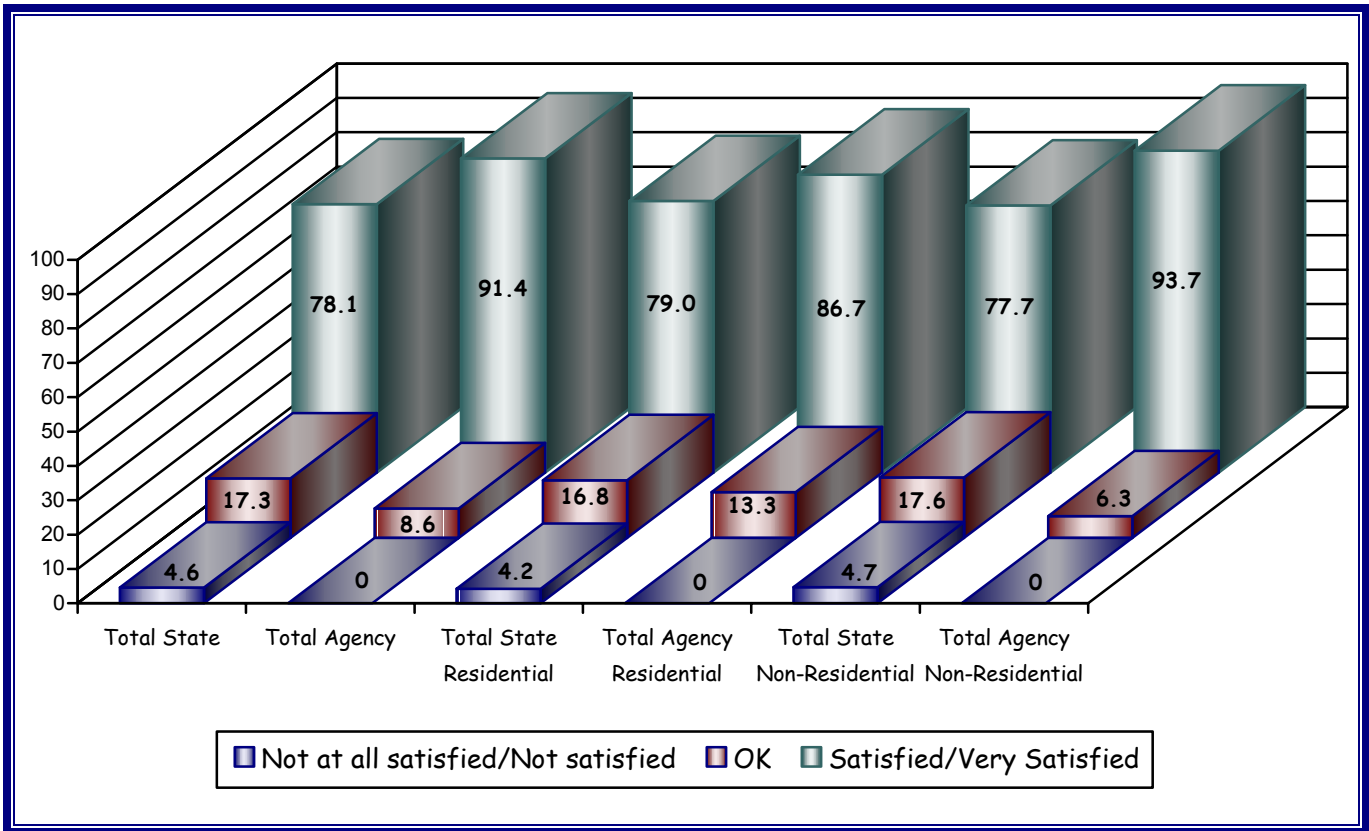
|  |                  | Total Served | Total Survey Returns           |                                 |  |  |
|--|------------------|--------------|--------------------------------|---------------------------------|--|--|
|  |                  | State        | Total State<br>Total Consumers | Total Agency<br>Total Consumers | Total Agency<br>Residential<br>Consumers | Total Agency<br>Non-Residential<br>Consumers |
| <b>SEX</b>   | Male             | 65.5%        | 58.7%                          | 74.6%                           | 70.5%                                    | 76.5%  |
|  | Female           | 34.5%        | 41.3%                          | 25.4%                           | 29.5%                                    | 23.5%  |
| <b>RACE</b>  | White            | 68.7%        | 66.9%                          | 90.1%                           | 93.0%                                    | 88.8%  |
|  | Black            | 29.2%        | 28.0%                          | 5.0%                            | 2.3%                                     | 6.1%   |
|  | Hispanic         | 0.6%         | 1.3%                           | 0.7%                            | 0%                                       | 1.0%   |
|  | Native American  | 0.5%         | 1.4%                           | 2.8%                            | 2.3%                                     | 3.1%   |
|  | Pacific Islander | 0.1%         | 0.1%                           | 0%                              | 0%                                       | 0%   |
|  | *Other           | 0.6%         | 2.3%                           | 1.4%                            | 2.3%                                     | 1.0%   |
|  |                  |              |                                |                                 |  |  |
| <b>MEAN AGE</b>  |                  |              | 32.39                          | 31.66                           | 25.88                                    | 34.14  |
|  | 0-17             | 9.5%         | 13.9%                          | 10.9%                           | 34.1%                                    | 1.0%   |
|  | 18-49            | 84.1%        | 79.5%                          | 83.2%                           | 63.4%                                    | 91.7%  |
|  | 50+              | 6.4%         | 6.6%                           | 5.8%                            | 2.4%                                     | 7.3%   |
| *"Biracial" and "Oriental" are included in the "Other" category. |                  |              |                                |                                 |  |  |

# Services for the Deaf or Hard of Hearing: Total Clinton

*The following represents the percentage of affirmative responses for each item.*

|   | Overall Totals |        | Total Residential |        | Total Non-Residential |        |
|---|----------------|--------|-------------------|--------|-----------------------|--------|
|   | State          | Agency | State             | Agency | State                 | Agency |
| Are you deaf or hard of hearing?  | 5.9%           | 7.0%   | 6.7%              | 4.5%   | 5.6%                  | 8.2%   |
| If yes, do you use sign language?   | 6.7%           | 0%     | 5.4%              | 0%     | 7.3%                  | 0%     |
| If you use sign language, did this agency use sign language without the help of an interpreter? | 63.6%          | 0%     | 66.7%             | 0%     | 62.5%                 | 0%     |
| If you use sign language and the staff did not sign to you, was an interpreter provided?        | 50.0%          | 0%     | 66.7%             | 0%     | 42.9%                 | 0%     |

## Overall Satisfaction with Services: Total Clinton



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

### Some of the key findings were:

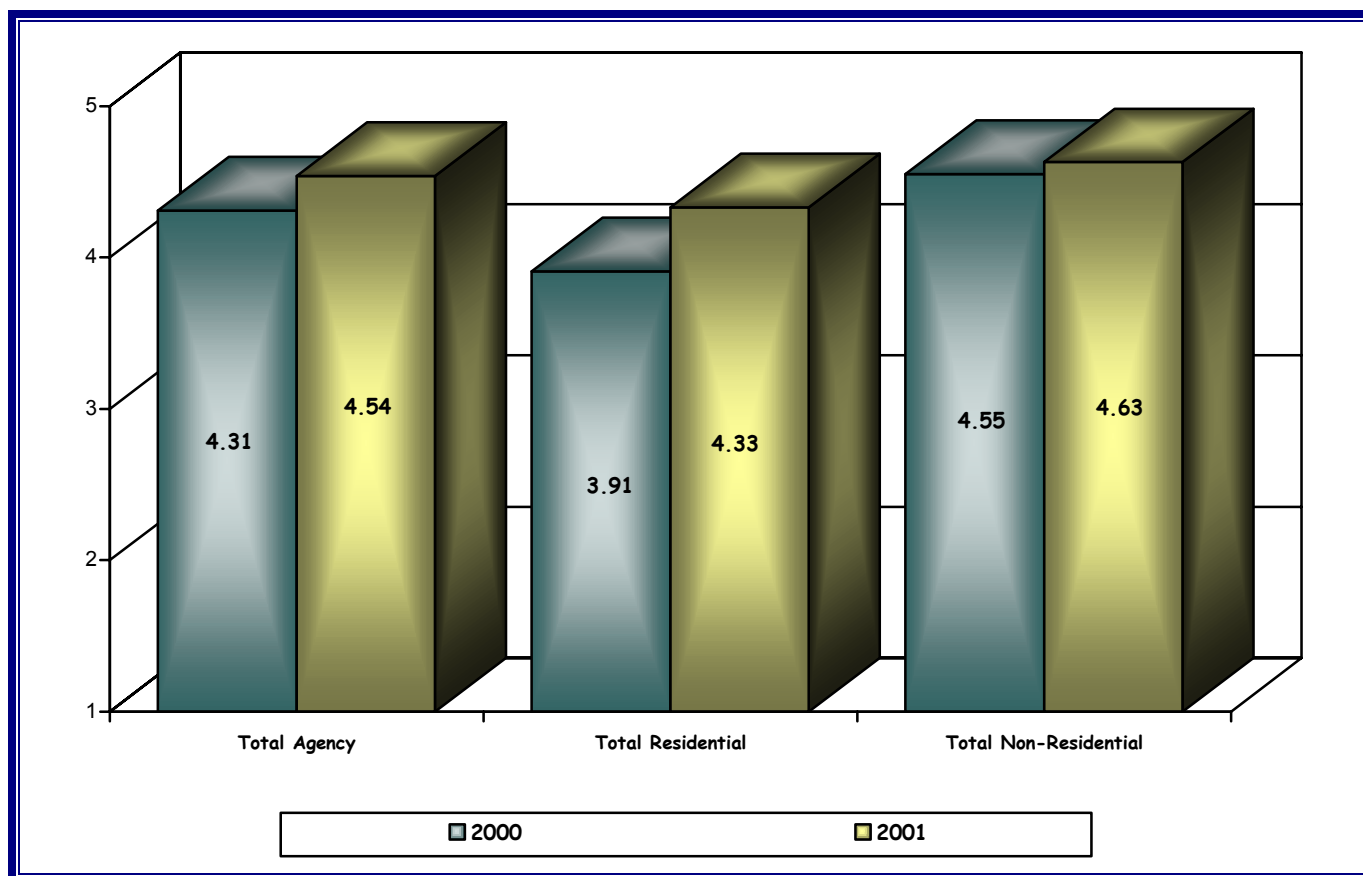
- Statewide, 78.1% of the consumers of ADA services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" was higher than the state average (91.4% for this agency versus 78.1% for the state).
- This agency's Residential program was rated higher (86.7% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (79.0%).
- This agency's Non-Residential program was rated higher (93.7% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (77.7%).

# Overall Satisfaction with Services

## Service Means

### Comparison of 2000, & 2001:

#### Total Clinton



Comparison of 2000 & 2001 Mean Ratings for the item "How satisfied are you with the services you received?."

Some of the key findings were:

- The mean of the responses to the question "How satisfied are you with the services you received?" was 4.31 in 2000 and 4.54 in 2001.
- For this location, the mean of the responses to the service question increased from year 2000 (mean = 4.31) to year 2001 (mean = 4.54).

# Satisfaction with Services: Total Clinton

| How satisfied are you . . .  | Total State Consumers |               | Total Residential Consumers |              | Total Non-Residential Consumers |              |
|--|-----------------------|---------------|-----------------------------|--------------|---------------------------------|--------------|
|  | State                 | Agency        | State                       | Agency       | State                           | Agency       |
| with the staff who serve you?  | 4.22<br>(2965)        | 4.56<br>(140) | 4.21<br>(886)               | 4.34<br>(44) | 4.22<br>(2079)                  | 4.67<br>(96) |
| with how much your staff know about how to get things done?  | 4.07<br>(2961)        | 4.37<br>(140) | 4.07<br>(890)               | 4.11<br>(45) | 4.07<br>(2071)                  | 4.49<br>(95) |
| with how staff keep things about you and your life confidential?   | 4.27<br>(2960)        | 4.50<br>(141) | 4.31<br>(885)               | 4.42<br>(45) | 4.25<br>(2075)                  | 4.53<br>(96) |
| that your treatment plan has what you want in it?  | 4.11<br>(2933)        | 4.42<br>(140) | 4.17<br>(870)               | 4.25<br>(44) | 4.09<br>(2063)                  | 4.50<br>(96) |
| that your treatment plan is being followed by those who assist you?  | 4.15<br>(2924)        | 4.47<br>(139) | 4.19<br>(863)               | 4.20<br>(44) | 4.13<br>(2061)                  | 4.60<br>(95) |
| that the agency staff respect your ethnic and cultural background?   | 4.30<br>(2907)        | 4.63<br>(134) | 4.33<br>(872)               | 4.47<br>(45) | 4.29<br>(2035)                  | 4.71<br>(89) |
| with the services that you receive?  | 4.19<br>(2955)        | 4.54<br>(140) | 4.20<br>(883)               | 4.33<br>(45) | 4.19<br>(2072)                  | 4.63<br>(95) |
| <b>Non-Residential Facilities Only:</b>  |                       |               |                             |              |                                 |              |
| that services are provided in a timely manner?   | 4.03<br>(2079)        | 4.55<br>(96)  | -                           | -            | 4.03<br>(2079)                  | 4.55<br>(96) |
| <b>Residential Facilities Only:</b>  |                       |               |                             |              |                                 |              |
| that the staff treats you with respect, courtesy, caring and kindness?   | 4.10<br>(887)         | 4.40<br>(45)  | 4.10<br>(887)               | 4.40<br>(45) | -                               | -            |
| that the environment is clean and comfortable?   | 4.19<br>(885)         | 4.27<br>(44)  | 4.19<br>(885)               | 4.27<br>(44) | -                               | -            |
| with opportunities for exercise and relaxation?  | 3.64<br>(883)         | 3.89<br>(45)  | 3.64<br>(883)               | 3.89<br>(45) | -                               | -            |
| that the meals are good, nutritious and in sufficient amounts?   | 3.93<br>(877)         | 4.00<br>(45)  | 3.93<br>(877)               | 4.00<br>(45) | -                               | -            |
| with the childcare provided by the agency?   | 3.91<br>(79)          | -<br>(0)      | 3.91<br>(79)                | -<br>(0)     | -                               | -            |
| The first number represents a mean rating.<br>Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br>The number in parentheses represents the number responding to this item |                       |               |                             |              |                                 |              |

## Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Programs reported that they were satisfied with the services they received. For this agency the mean scores ranged from 3.89 to 4.63. (1=not satisfied...5=very satisfied)
- The ratings of the Residential Program for this agency ranged from 3.89 to 4.47. The people were most satisfied with the staff's respect of ethnic and cultural backgrounds. They were least satisfied with the opportunities for exercise and relaxation.
- The ratings of the Non-Residential Program for this agency ranged from 4.49 to 4.71. The people were most satisfied with the staff's respect of ethnic and cultural backgrounds. They were least satisfied with how much staff know about how to get things done.

# Satisfaction with Quality of Life: Total Clinton

|   | Total State Consumers |               | Total Residential Consumers |              | Total Non-Residential Consumers |              |
|---|-----------------------|---------------|-----------------------------|--------------|---------------------------------|--------------|
|   | State                 | Agency        | State                       | Agency       | State                           | Agency       |
| How satisfied are you . . .   |                       |               |                             |              |                                 |              |
| with how you spend your day?  | 3.70<br>(2948)        | 3.96<br>(141) | 3.65<br>(883)               | 3.93<br>(45) | 3.73<br>(2065)                  | 3.97<br>(96) |
| with where you live?  | 3.74<br>(2928)        | 3.82<br>(141) | 3.76<br>(878)               | 3.89<br>(45) | 3.73<br>(2050)                  | 3.78<br>(96) |
| with the amount of choices you have in your life?   | 3.65<br>(2952)        | 3.75<br>(141) | 3.75<br>(880)               | 3.80<br>(45) | 3.61<br>(2072)                  | 3.73<br>(96) |
| with the opportunities/ chances you have to make friends?   | 3.85<br>(2943)        | 3.95<br>(141) | 3.96<br>(880)               | 4.22<br>(45) | 3.80<br>(2063)                  | 3.82<br>(96) |
| with your general health care?  | 3.74<br>(2909)        | 3.91<br>(141) | 3.80<br>(873)               | 3.80<br>(45) | 3.71<br>(2036)                  | 3.97<br>(96) |
| with what you do during your free time?   | 3.75<br>(2941)        | 3.97<br>(141) | 3.70<br>(876)               | 4.09<br>(45) | 3.77<br>(2065)                  | 3.92<br>(96) |
| How safe do you feel . . .  |                       |               |                             |              |                                 |              |
| in this facility?   | 4.34<br>(884)         | 4.40<br>(45)  | 4.34<br>(884)               | 4.40<br>(45) | -                               | -            |
| in your home?   | 4.24<br>(2914)        | 4.48<br>(141) | 4.09<br>(861)               | 4.40<br>(45) | 4.30<br>(2053)                  | 4.52<br>(96) |
| in your neighborhood?   | 4.01<br>(2920)        | 4.30<br>(141) | 3.94<br>(861)               | 4.38<br>(45) | 4.04<br>(2059)                  | 4.27<br>(96) |
| The first number represents a mean rating.<br><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.<br>The number in parentheses represents the number responding to this item. |                       |               |                             |              |                                 |              |

## Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse. For this agency the mean scores ranged from 3.75 to 4.48. (1=not satisfied...5=very satisfied)
- The consumers served by this agency's Residential Program were most satisfied with safety in this facility and safety in their home (mean of 4.40). They were least satisfied with the choices in their life and their general health care (mean of 3.80).
- The consumers served by this agency's Non-Residential Program were most satisfied with safety in their home (mean of 4.52). They were least satisfied with the choices in their life (mean of 3.73).

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2001

### Alcohol and Drug Abuse Services

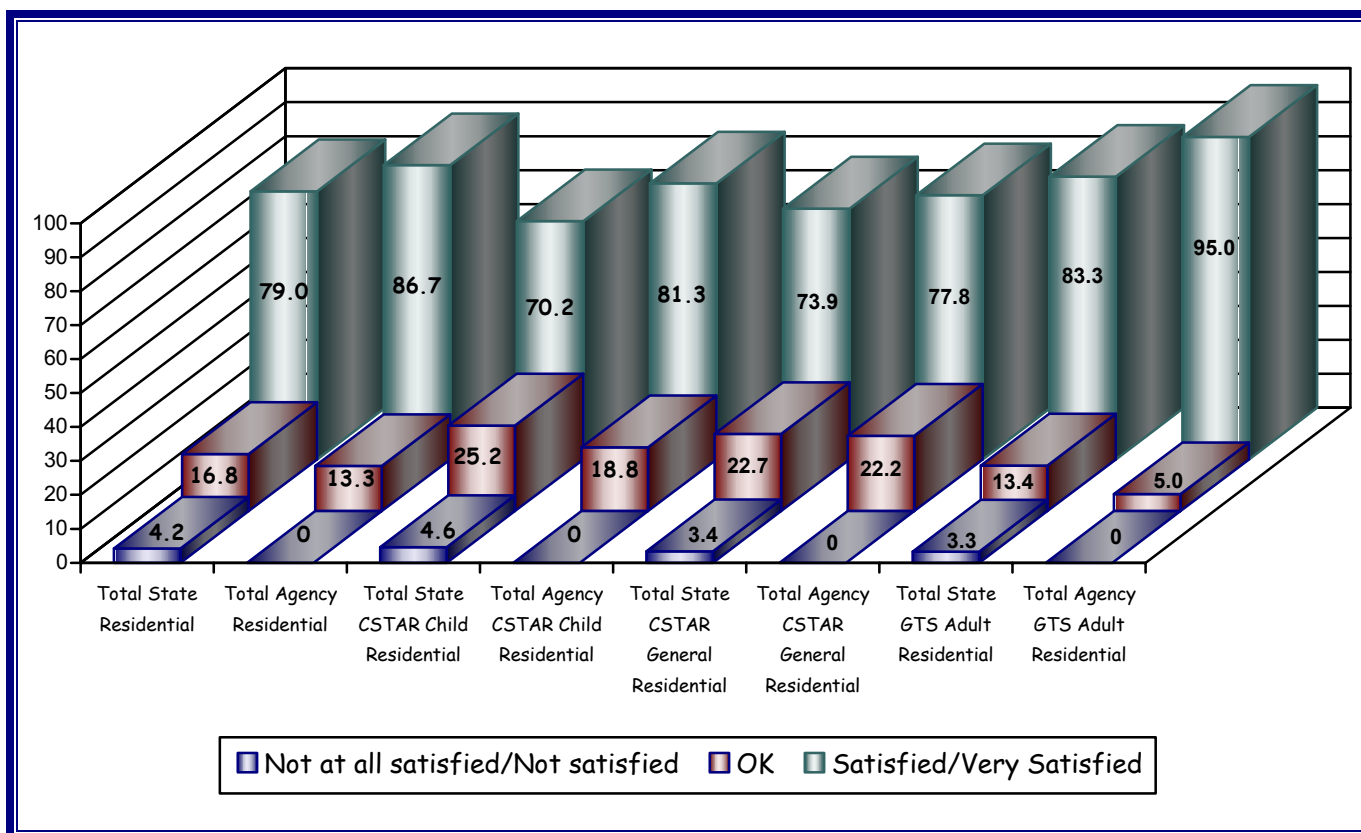
**Agency:** Pathways Community Behavioral Healthcare

**Data:** Total Clinton Residential

## Demographics: Residential

|  |                  | Total Served      | Total Survey Returns              |                                    |   |   |  |
|--|------------------|-------------------|-----------------------------------|------------------------------------|---|---|--|
|  |                  | State Residential | Total State Consumers Residential | Total Agency Consumers Residential | Total Agency CSTAR Child/Adol. Res. Consumers | Total Agency CSTAR General Res. Consumers | Total Agency GTS Adult Residential Consumers |
| <b>SEX</b>   | Male             | 66.6%             | 64.3%                             | 70.5%                              | 56.3%   | 88.9%                                     | 73.7%  |
|  | Female           | 33.4%             | 35.7%                             | 29.5%                              | 43.8%   | 11.1%                                     | 26.3%  |
| <b>RACE</b>  | White            | 71.8%             | 76.2%                             | 93.0%                              | 93.3%   | 88.9%                                     | 94.7%  |
|  | Black            | 26.1%             | 19.9%                             | 2.3%                               | 6.7%  | 0%  | 0%   |
|  | Hispanic         | 0.4%              | 0.6%                              | 0%                                 | 0%  | 0%  | 0%   |
|  | Native American  | 0.8%              | 1.2%                              | 2.3%                               | 0%  | 0%  | 5.3%   |
|  | Pacific Islander | 0.2%              | 0%                                | 0%                                 | 0%  | 0%  | 0%   |
|  | *Other           | 1.0%              | 2.2%                              | 2.3%                               | 0%  | 11.1%                                     | 0%   |
|  |                  |                   |                                   |                                    |   |   |  |
| <b>MEAN AGE</b>  |                  |                   | 30.98                             | 25.88                              | 4.19  | 4.11                                      | 31.74  |
|  | 0-17             | 14.1%             | 15.2%                             | 34.1%                              | 100.0%  | 0%  | 0%   |
|  | 18-49            | 81.3%             | 80.4%                             | 63.4%                              | 0%  | 100.0%                                    | 94.7%  |
|  | 50+              | 4.7%              | 4.4%                              | 2.4%                               | 0%  | 0%  | 5.3%   |
| *"Biracial" and "Oriental" are included in the "Other" category. |                  |                   |                                   |                                    |   |   |  |

# Overall Satisfaction with Services: Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Statewide, 79.0% of the consumers of ADA Residential services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" was higher than the state average (86.7% for this agency versus 79.0% for the state).
- This agency's CSTAR Child Residential program was rated higher (81.3% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (70.2%).
- This agency's CSTAR General Residential program was rated higher (77.8% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (73.9%).
- This agency's GTS Adult Residential program was rated higher (95.0% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (83.3%).



## Satisfaction with Services: Residential

| How satisfied are you . . .  | Total Residential Consumers |              | CSTAR Child/Adol. Residential Consumers |              | CSTAR General Residential Consumers |             | GTS Adult Residential Consumers |              |
|--|-----------------------------|--------------|---|--------------|-------------------------------------|-------------|---------------------------------|--------------|
|  | State                       | Agency       | State                                   | Agency       | State                               | Agency      | State                           | Agency       |
| with the staff who serve you?  | 4.21<br>(886)               | 4.34<br>(44) | 3.91<br>(133)                           | 4.25<br>(16) | 4.16<br>(85)                        | 4.00<br>(8) | 4.31<br>(484)                   | 4.55<br>(20) |
| with how much your staff know about how to get things done?  | 4.07<br>(890)               | 4.11<br>(45) | 3.90<br>(132)                           | 3.94<br>(16) | 3.94<br>(88)                        | 3.67<br>(9) | 4.16<br>(487)                   | 4.45<br>(20) |
| with how staff keep things about you and your life confidential?   | 4.31<br>(885)               | 4.42<br>(45) | 4.14<br>(133)                           | 4.31<br>(16) | 4.29<br>(86)                        | 4.00<br>(9) | 4.40<br>(483)                   | 4.70<br>(20) |
| that your treatment plan has what you want in it?  | 4.17<br>(870)               | 4.25<br>(44) | 3.86<br>(133)                           | 3.63<br>(16) | 4.16<br>(85)                        | 4.50<br>(8) | 4.29<br>(475)                   | 4.65<br>(20) |
| that your treatment plan is being followed by those who assist you?  | 4.19<br>(863)               | 4.20<br>(44) | 3.90<br>(133)                           | 3.88<br>(16) | 4.06<br>(84)                        | 4.11<br>(9) | 4.32<br>(466)                   | 4.53<br>(19) |
| that the agency staff respect your ethnic and cultural background?   | 4.33<br>(872)               | 4.47<br>(45) | 4.20<br>(132)                           | 4.50<br>(16) | 4.31<br>(86)                        | 4.00<br>(9) | 4.37<br>(476)                   | 4.65<br>(20) |
| with the services that you receive?  | 4.20<br>(883)               | 4.33<br>(45) | 3.96<br>(131)                           | 4.19<br>(16) | 4.07<br>(88)                        | 4.11<br>(9) | 4.34<br>(486)                   | 4.55<br>(20) |
| that the staff treats you with respect, courtesy, caring and kindness?   | 4.10<br>(887)               | 4.40<br>(45) | 3.75<br>(133)                           | 4.44<br>(16) | 4.00<br>(87)                        | 4.11<br>(9) | 4.26<br>(485)                   | 4.50<br>(20) |
| that the environment is clean and comfortable?   | 4.19<br>(885)               | 4.27<br>(44) | 4.05<br>(132)                           | 4.50<br>(16) | 3.91<br>(87)                        | 4.00<br>(9) | 4.31<br>(486)                   | 4.21<br>(19) |
| with opportunities for exercise and relaxation?  | 3.64<br>(883)               | 3.89<br>(45) | 3.52<br>(131)                           | 3.94<br>(16) | 3.18<br>(87)                        | 2.89<br>(9) | 3.89<br>(485)                   | 4.30<br>(20) |
| that the meals are good, nutritious and in sufficient amounts?   | 3.93<br>(877)               | 4.00<br>(45) | 3.53<br>(133)                           | 3.63<br>(16) | 3.59<br>(88)                        | 3.89<br>(9) | 4.22<br>(477)                   | 4.35<br>(20) |
| with the childcare provided by the agency?   | 3.91<br>(79)                | -<br>(0)     | -<br>(0)                                | -<br>(0)     | -<br>(0)                            | -<br>(0)    | -<br>(0)                        | -<br>(0)     |
| The first number represents a mean rating.<br>Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br>The number in parentheses represents the number responding to this item |                             |              |   |              |                                     |             |                                 |              |

### Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Residential Programs reported that they were satisfied with the services they received.
- The ratings of the Residential Program for this agency ranged from 3.89 to 4.47. The people were most satisfied with the staff's respect of ethnic and cultural backgrounds. They were least satisfied with the opportunities for exercise and relaxation.

# Satisfaction with Quality of Life: Residential

| How satisfied are you . . .  | Total Residential Consumers |              | CSTAR Child/Adol. Residential Consumers |              | CSTAR General Residential Consumers |             | GTS Adult Residential Consumers |              |
|--|-----------------------------|--------------|---|--------------|-------------------------------------|-------------|---------------------------------|--------------|
|  | State                       | Agency       | State                                   | Agency       | State                               | Agency      | State                           | Agency       |
| with how you spend your day?   | 3.65<br>(883)               | 3.93<br>(45) | 3.28<br>(133)                           | 3.94<br>(16) | 3.47<br>(86)                        | 3.44<br>(9) | 3.77<br>(484)                   | 4.15<br>(20) |
| with where you live?   | 3.76<br>(878)               | 3.89<br>(45) | 3.59<br>(133)                           | 3.69<br>(16) | 3.52<br>(87)                        | 3.33<br>(9) | 3.84<br>(479)                   | 4.30<br>(20) |
| with the amount of choices you have in your life?  | 3.75<br>(880)               | 3.80<br>(45) | 3.37<br>(133)                           | 4.00<br>(16) | 3.52<br>(87)                        | 3.22<br>(9) | 3.88<br>(479)                   | 3.90<br>(20) |
| with the opportunities/ chances you have to make friends?  | 3.96<br>(880)               | 4.22<br>(45) | 3.77<br>(133)                           | 4.31<br>(16) | 3.92<br>(86)                        | 3.78<br>(9) | 3.97<br>(480)                   | 4.35<br>(20) |
| with your general health care?   | 3.80<br>(873)               | 3.80<br>(45) | 3.52<br>(128)                           | 3.38<br>(16) | 3.68<br>(87)                        | 3.67<br>(9) | 3.88<br>(480)                   | 4.20<br>(20) |
| with what you do during your free time?  | 3.70<br>(876)               | 4.09<br>(45) | 3.41<br>(133)                           | 4.00<br>(16) | 3.67<br>(87)                        | 3.78<br>(9) | 3.74<br>(479)                   | 4.30<br>(20) |
| How safe do you feel . . .   |                             |              |   |              |                                     |             |                                 |              |
| in this facility   | 4.34<br>(884)               | 4.40<br>(45) | 4.06<br>(133)                           | 4.25<br>(16) | 4.16<br>(86)                        | 4.22<br>(9) | 4.42<br>(483)                   | 4.60<br>(20) |
| in your home?  | 4.09<br>(861)               | 4.40<br>(45) | 4.27<br>(131)                           | 4.63<br>(16) | 4.26<br>(81)                        | 4.33<br>(9) | 4.03<br>(474)                   | 4.25<br>(20) |
| in your neighborhood?  | 3.94<br>(861)               | 4.38<br>(45) | 4.03<br>(131)                           | 4.63<br>(16) | 3.99<br>(82)                        | 4.00<br>(9) | 3.89<br>(473)                   | 4.35<br>(20) |
| The first number represents a mean rating.<br>Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br>The number in parentheses represents the number responding to this item |                             |              |   |              |                                     |             |                                 |              |

## Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse Residential Programs.
- The consumers served by this agency's Residential Program were most satisfied with safety in this facility and safety in their home (mean of 4.40). They were least satisfied with the choices in their life and their general health care (mean of 3.80).

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2001

### Alcohol and Drug Abuse Services

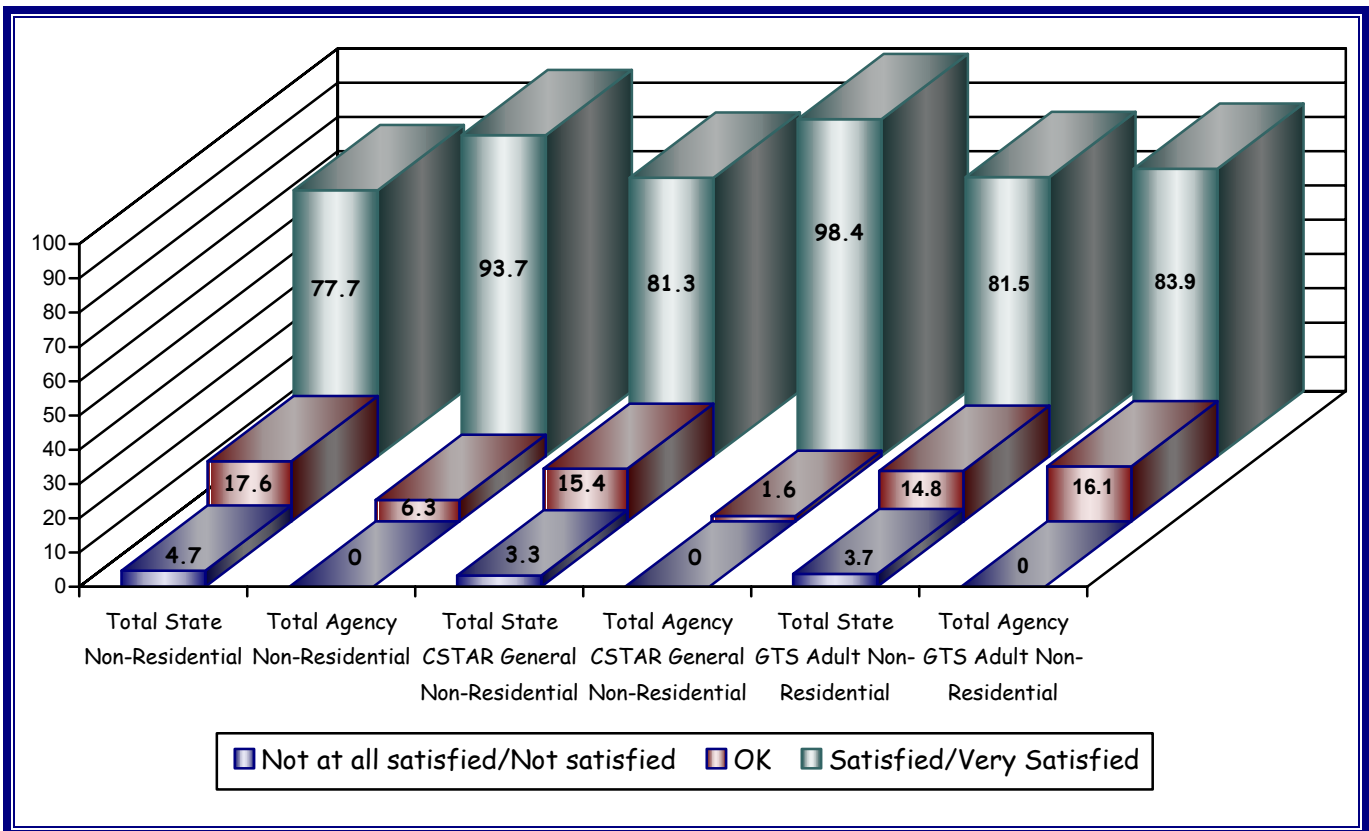
**Agency:** Pathways Community Behavioral Healthcare

**Data:** Total Clinton Non-Residential

## Demographics: Non-Residential

|  |                  | Total Served          | Total Survey Returns                  |  |  |   |
|--|------------------|-----------------------|---------------------------------------|--|--|---|
|  |                  | State Non-Residential | Total State Consumers Non-Residential | Total Agency Consumers Non-Residential | Total Agency CSTAR Gen. Non-Res. Consumers | Total Agency GTS Adult Non-Res. Consumers |
| <b>SEX</b>   | Male             | 64.5%                 | 56.3%                                 | 76.5%                                  | 74.2%                                      | 81.3%                                     |
|  | Female           | 35.5%                 | 43.7%                                 | 23.5%                                  | 25.8%                                      | 18.8%                                     |
| <b>RACE</b>  | White            | 68.3%                 | 63.0%                                 | 88.8%                                  | 90.9%                                      | 84.4%                                     |
|  | Black            | 29.7%                 | 31.5%                                 | 6.1%                                   | 9.1%                                       | 0%  |
|  | Hispanic         | 0.6%                  | 1.6%                                  | 1.0%                                   | 0%   | 3.1%                                      |
|  | Native American  | 0.5%                  | 1.5%                                  | 3.1%                                   | 0%   | 9.4%                                      |
|  | Pacific Islander | 0.1%                  | 0.1%                                  | 0%                                     | 0%   | 0%  |
|  | *Other           | 0.7%                  | 2.3%                                  | 1.0%                                   | 0%   | 3.1%                                      |
|  |                  |                       |                                       |  |  |   |
| <b>MEAN AGE</b>  |                  |                       | 32.98                                 | 34.14                                  | 34.59                                      | 33.22                                     |
|  | 0-17             | 10.0%                 | 13.4%                                 | 1.0%                                   | 1.6%                                       | 0%  |
|  | 18-49            | 83.6%                 | 79.1%                                 | 91.7%                                  | 90.6%                                      | 93.8%                                     |
|  | 50+              | 6.5%                  | 7.5%                                  | 7.3%                                   | 7.8%                                       | 6.3%                                      |
| *"Biracial" and "Oriental" are included in the "Other" category. |                  |                       |                                       |  |  |   |

# Overall Satisfaction with Services: Non-Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Statewide, 77.7% of the consumers of ADA Non-Residential services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" was higher than the state average (93.7% for this agency versus 77.7% for the state).
- This agency's CSTAR General Non-Residential program was rated higher (98.4% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (81.3%).
- This agency's GTS Adult Non-Residential program was rated slightly higher (83.9% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (81.5%).

## Satisfaction with Services: Non-Residential

| How satisfied are you . . .  | Total<br>Non-Residential<br>Consumers |              | CSTAR General<br>Non-Residential<br>Consumers |              | GTS Adult Non-<br>Residential<br>Consumers |              |
|--|---------------------------------------|--------------|---|--------------|--|--------------|
|  | State                                 | Agency       | State   | Agency       | State                                      | Agency       |
| with the staff who serve you?  | 4.22<br>(2079)                        | 4.67<br>(96) | 4.25<br>(450)                                 | 4.82<br>(65) | 4.31<br>(677)                              | 4.35<br>(31) |
| with how much your staff know about<br>how to get things done?   | 4.07<br>(2071)                        | 4.49<br>(95) | 4.12<br>(449)                                 | 4.59<br>(64) | 4.20<br>(675)                              | 4.29<br>(31) |
| with how staff keep things about you<br>and your life confidential?  | 4.25<br>(2075)                        | 4.53<br>(96) | 4.26<br>(449)                                 | 4.63<br>(65) | 4.40<br>(677)                              | 4.32<br>(31) |
| that your treatment plan has what you<br>want in it?   | 4.09<br>(2063)                        | 4.50<br>(96) | 4.13<br>(447)                                 | 4.66<br>(65) | 4.18<br>(672)                              | 4.16<br>(31) |
| that your treatment plan is being<br>followed by those who assist you?   | 4.13<br>(2061)                        | 4.60<br>(95) | 4.22<br>(446)                                 | 4.70<br>(64) | 4.25<br>(671)                              | 4.39<br>(31) |
| that the agency staff respect your<br>ethnic and cultural background?  | 4.29<br>(2035)                        | 4.71<br>(89) | 4.32<br>(438)                                 | 4.79<br>(61) | 4.38<br>(665)                              | 4.54<br>(28) |
| with the services that you receive?  | 4.19<br>(2072)                        | 4.63<br>(95) | 4.28<br>(449)                                 | 4.77<br>(64) | 4.28<br>(677)                              | 4.35<br>(31) |
| that services are provided in a timely<br>manner?  | 4.03<br>(2079)                        | 4.55<br>(96) | 4.13<br>(451)                                 | 4.66<br>(65) | 4.14<br>(679)                              | 4.32<br>(31) |
| The first number represents a mean rating.<br>Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br>The number in parentheses represents the number responding to this item |                                       |              |   |              |  |              |

### Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Non-Residential Programs reported that they were satisfied with the services they received.
- The ratings of the Non-Residential Program for this agency ranged from 4.49 to 4.71. The people were most satisfied with the staff's respect of ethnic and cultural backgrounds. They were least satisfied with how much staff know about how to get things done.

## Satisfaction with Quality of Life: Non-Residential

|  | Total<br>Non-Residential<br>Consumers |              | CSTAR General<br>Non-Residential<br>Consumers |              | GTS Adult Non-<br>Residential<br>Consumers |              |
|--|---------------------------------------|--------------|---|--------------|--|--------------|
|  | State                                 | Agency       | State   | Agency       | State                                      | Agency       |
| How satisfied are you . . .  |                                       |              |   |              |  |              |
| with how you spend your day?   | 3.73<br>(2065)                        | 3.97<br>(96) | 3.82<br>(450)                                 | 3.97<br>(64) | 3.79<br>(675)                              | 3.97<br>(32) |
| with where you live?   | 3.73<br>(2050)                        | 3.78<br>(96) | 3.72<br>(445)                                 | 3.88<br>(64) | 3.75<br>(674)                              | 3.59<br>(32) |
| with the amount of choices you have in<br>your life?   | 3.61<br>(2072)                        | 3.73<br>(96) | 3.65<br>(448)                                 | 3.78<br>(64) | 3.68<br>(677)                              | 3.63<br>(32) |
| with the opportunities/ chances you<br>have to make friends?   | 3.80<br>(2063)                        | 3.82<br>(96) | 3.83<br>(442)                                 | 3.88<br>(64) | 3.84<br>(678)                              | 3.72<br>(32) |
| with your general health care?   | 3.71<br>(2036)                        | 3.97<br>(96) | 3.78<br>(446)                                 | 3.92<br>(65) | 3.77<br>(675)                              | 4.06<br>(31) |
| with what you do during your free<br>time?   | 3.77<br>(2065)                        | 3.92<br>(96) | 3.70<br>(447)                                 | 3.94<br>(64) | 3.85<br>(676)                              | 3.88<br>(32) |
| How safe do you feel . . .   |                                       |              |   |              |  |              |
| in your home?  | 4.24<br>(2914)                        | 4.52<br>(96) | 4.28<br>(445)                                 | 4.55<br>(64) | 4.35<br>(669)                              | 4.47<br>(32) |
| in your neighborhood?  | 4.01<br>(2920)                        | 4.27<br>(96) | 4.09<br>(447)                                 | 4.38<br>(64) | 4.11<br>(673)                              | 4.06<br>(32) |
| <p>The first number represents a mean rating.<br/> <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br/> <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.<br/> The number in parentheses represents the number responding to this item.</p> |                                       |              |   |              |  |              |

### Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse Non-Residential Programs.
- The consumers served by this agency's Non-Residential Program were most satisfied with safety in their home (mean of 4.52). They were least satisfied with the choices in their life (mean of 3.73).